

CAREGIVERS COUNT! 13th ANNUAL CONFERENCE

HANDOUT PACKET



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Dr. Barry J. Jacobs

Dr. Barry J. Jacobs is a Philadelphia area-based clinical psychologist and family therapist whose passion for enhancing support for family caregivers led him to author several books and dozens of articles on the topic as well as present and speak nationally and internationally to organizations, associations, and providers.

He is the author of The Emotional Survival Guide for Caregivers – Looking After Yourself and Your Family While Helping an Aging Parent (Guilford, 2006) and co-author of AARP Meditations for Caregivers - Practical, Emotional and Spiritual Support for you and your Family (Da Capo, 2016), and Love and Meaning After 50 – The 10 Challenges to Great Relationships and How to Overcome Them (Hachette, 2020). He also writes monthly self-help column for family caregivers for AARP.org.

Dr. Jacobs has given more than 700 presentations about caregiving for family caregivers, community groups, and medical and mental health professionals. He is an honorary board member of the Well Spouse Association and was previously a national spokesperson on family caregiving for the American Heart Association. In 2017, he appeared on "The Dr. Phil Show" as a family caregiving expert.

MAKING TENDER MEMORIES IN CAREGIVING

BARRY J JACOBS, PSYD

HEALTH MANAGEMENT ASSOCIATES

TODAY'S TALK

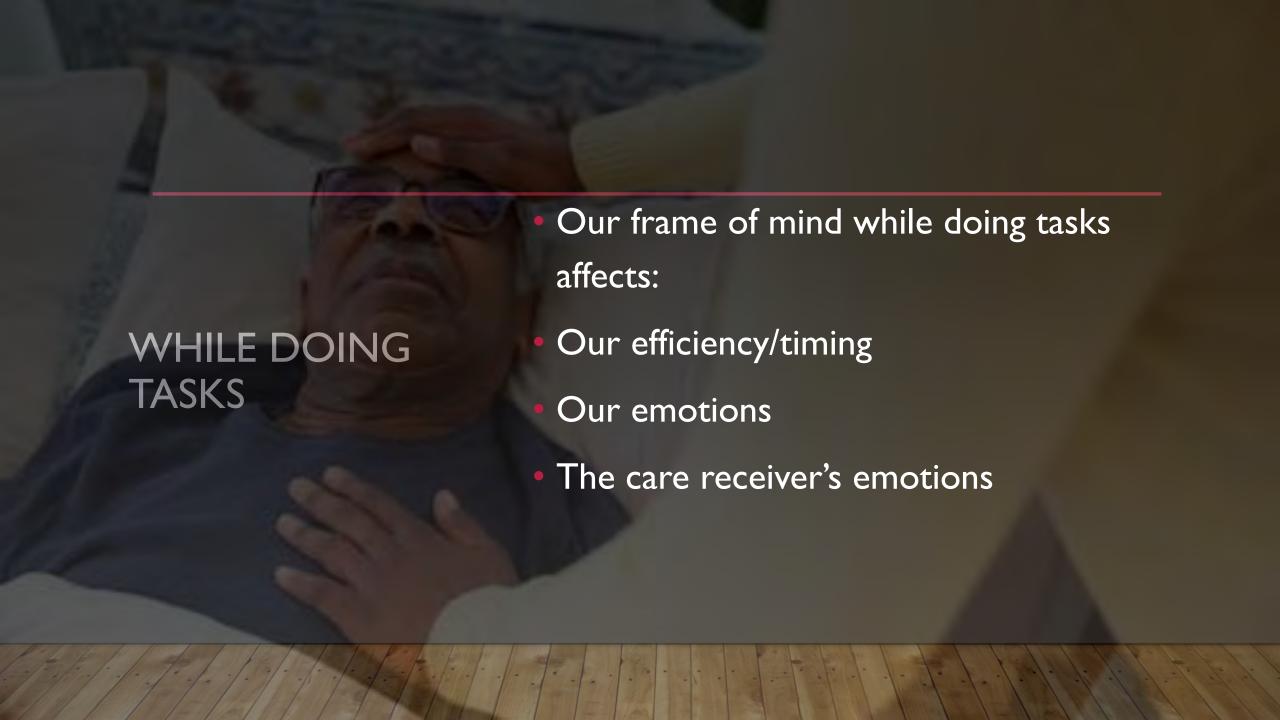
- Caregiving routines
- How our frame of mind shapes our caregiving experience
- Slowing down and paying attention
- Two easy mindfulness exercises
- Embracing connection and tenderness

IN THE CHAT BOX...

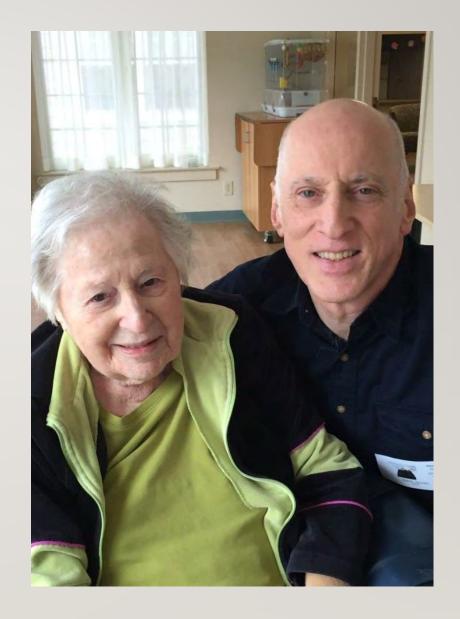
- How many
 caregiving tasks do
 you do in a day?
- What are some of them?



- Do you ever check in with yourself while doing caregiving tasks?
- What is your frame of mind?
- Are you present? On automatic pilot?



- My mother had vascular dementia and advanced kidney disease
- It was painful for me to see her declining
- To be more efficient—and to
 protect myself emotionally—I
 developed many caregiving routines. I
 could manage her pills or even help
 her out of a chair without thinking or
 feeling very much



HANDLING EMOTIONS

- Many caregivers turn off their emotions while doing caregiving tasks to focus on getting things done
- Can you be efficient and emotionally present?

• How do you think care receivers feel when caregivers aren't emotionally present?

SLOWING DOWN

- Stepping out of caregiving routine
- Focusing on being present
- Mindfulness exercises
- Prospective introspection





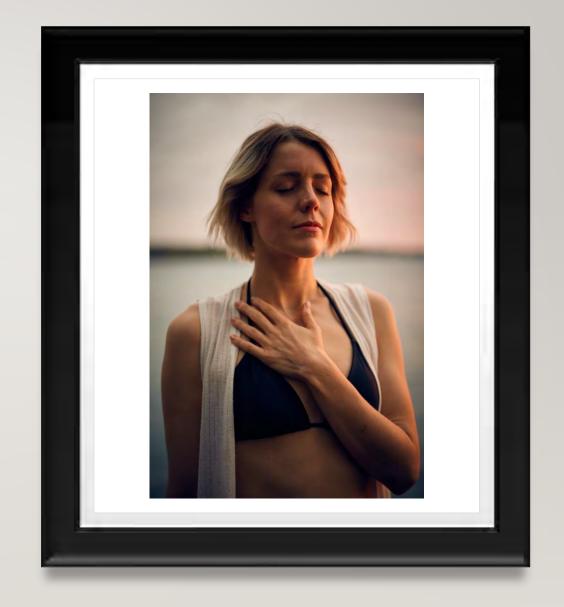
MINDFULNESS

- Not regretting the past nor worrying about the future
- Keeping your attention focused on the present moment
- "Non-reactive awareness"
- Creates greater resilience, gratitude

5 SENSES EXERCISE

- First, notice 5 things you can see
- Second, notice 4 things you can feel
- Third, notice 3 things you can hear
- Fourth, notice 2 things you can smell
- Finally, pay attention to I thing you can taste

BODY SCAN



THINGS WE SAID TODAY (1964)

 You say you will love me If I have to go You'll be thinking of me Somehow I will know Someday when I'm lonely Wishing you weren't so far away Then I will remember Things we said today



ROSALITA (COME OUT TONIGHT) (1973)

 "Someday we'll look back on this and it will all seem funny"



PROSPECTIVE RETROSPECTION



- Imagine it is 5 years from now and you are looking back on your time as a caregiver
- What do you think will stand out to you?
- What do you think you will cherish?
- What do you think you will regret?

PRIORITIZE CONNECTION OVER TASK COMPLETION

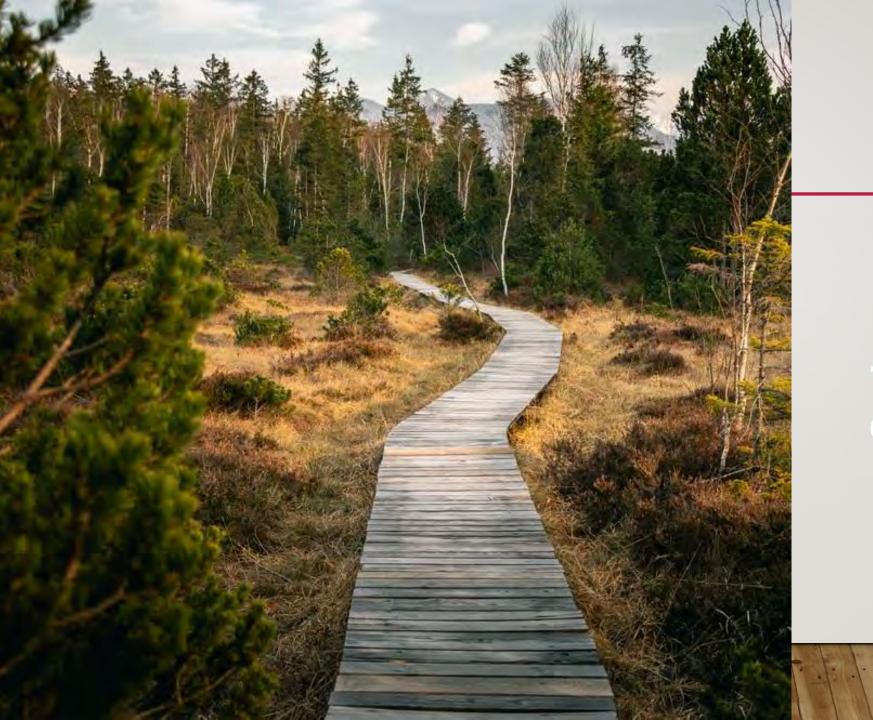
• "In the long run, it won't be completing tasks that caregivers remember when they one day look back at caregiving. It will be those moments of conversation and connection, when they felt touched and renewed."

https://www.aarp.org/caregiving/life-balance/info-2021/caregiving-emotional-connection.html

- What are ways you slow down?
- What tender memories do you have about your caregiving which will be meaningful to you later?
- What tender memories would you like to make?

• "There was the cloudy afternoon a few weeks before her death when she seemed confused, afraid and upset. To soothe her, we looked through an old photo album from a beach vacation 30 years earlier, and I commented several times in a quiet voice about how lovely and happy she looked in the photographs. Gradually, she became absorbed in the images of herself and others and became peaceful."

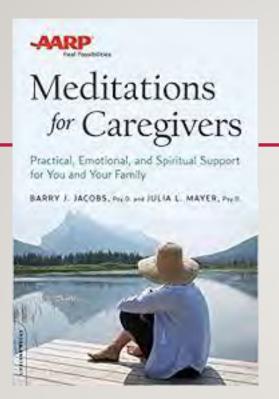
https://www.aarp.org/caregiving/basics/info-2022/mindfulness-caregiving.html

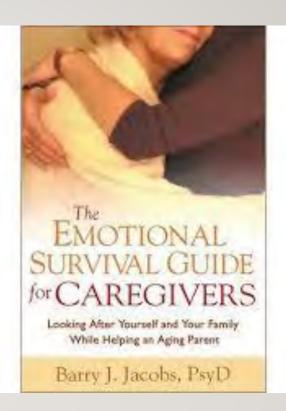


THOUGHTS? QUESTIONS?

- Barry J. Jacobs, Psy.D.
- www.loveandmeaning.com
- <u>bjacobs@healthmanagement.com</u>









Dr. Janet Childs

For 47 years, Janet Childs has been actively providing crisis intervention counseling and education focusing on the dynamics of loss, illness, crisis and grief. As a founding member of the Centre for Living with Dying, born in 1976, Janet has worked with thousands of individuals, groups and professionals on the front lines. Janet has provided educational programs for healthcare providers, first responders, law enforcement, fire and EMS as well as social services personnel. Janet is a founder of the Bay Area Critical Incident Stress Management Team. She has personally facilitated response to many major critical incidents such as 9-11, the Garlic Festival Shootings and most recently, the COVID 19 Pandemic and the VTA Mass shooting. She is the co-author of the book, **Experiential Action Methods: Tools for Healing** Grief and Loss related Trauma: Life Death and Transformation. Combining her personal and professional experience with loss, she creates a safe and healing environment to gently examine these difficult life issues.

AMBIGUOUS, ANTICIPATORY & DISENFRANCHISED GRIEF/LOSS THE ART OF COMPASSION FOR CAREGIVERS

DR. JANET CHILDS, AAETS-DIPLOMATE

Founder

Centre for Living with Dying program of Bill Wilson Center

First of all, thank you, for your compassion, your presence, your strength.

360 Grief

- Entire life impacted
- Every area affected
- Acknowledge magnitude
- Share the experience
- Tend and befriend



What is difficult about Anticipatory loss?

- In the future
- Present struggles in the mix
- What we are losing
- What we have lost
- Fear

LIVING WITH LOSS

Don't know when it will end???

- Every area of life is impacted
- Loss of Meaning
- Anger, Fear, Guilt, Sadness, Loneliness
- Physical Symptoms
- Relationship Issues
- Invisible threat
- Financial loss/threat

Ambiguous loss?

- Not validated
- Not clear
- Can be minimized

WHAT'S DIFFICULT ABOUT ACKNOWLEDGING AMBIGUOUS LOSS

- Comparison stress shopping
- How to acknowledge it
- Might be painful
- Might bring up past incidents
- No time
- Fear of being judged
- And . . .

Disenfranchised loss?

- Not entitled to acknowledge the loss
- Minimized
- Denied
- Ignored
- Kept secret

LOSS AND CHANGE . . .

- **→is a natural reaction.**
- +involves reactions, thoughts, behaviors & feelings.
- →is social, physical, mental, spiritual & emotional.
- →knows no time.
- →has landmines.
- →comes in unpredictable waves.

It is never too late to make meaning.

CASCADE EFFECT

- Present loss is connected to past loss or crisis.
- One loss perpetuates another.
- All losses amplify each other creating a cascade effect.
- A seemingly minor event can be the tipping/activation point.
- We can create a healing cascade.

DIMENSIONS OF CHANGE

Magnitude of Loss

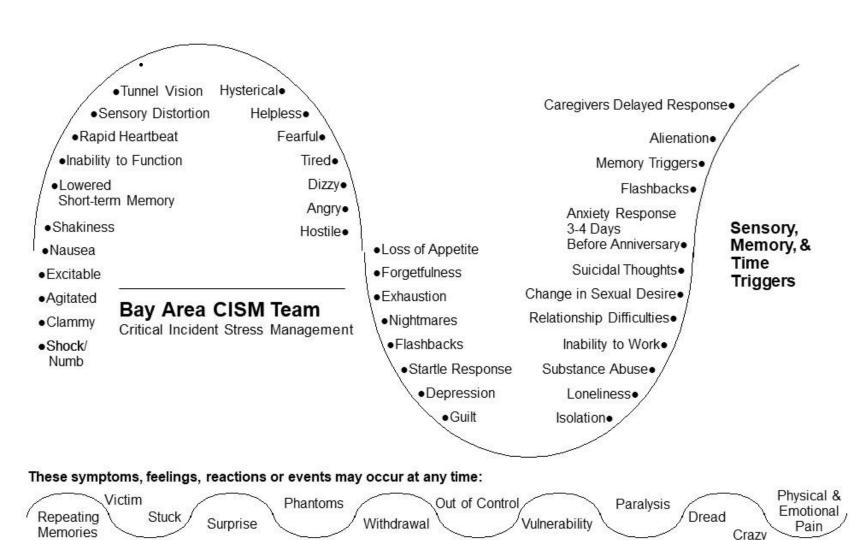
Circle of Meaning

Spiral of reactions

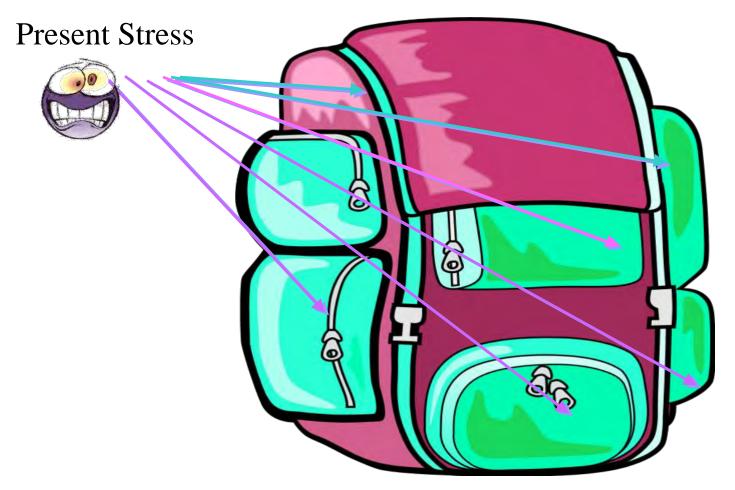
Sensory, Time & Memory Activators

Reactions in the Aftermath of a Critical Incident/Loss/Change

A critical incident is any event that causes unusually strong reactions in people. These reactions/responses can occur immediately or in a delayed fashion.



What's in your backpack...



Both & and

Tending and Befriending*

OOC = Control

Isolation = Community

^{*}Kelly McGonagal: The Upside of Stress

HEART HOTEL



HOW TO SUPPORT OTHERS & YOURSELF

What does not work?

What is helpful?

Presence
Space
Listening
Acknowledgement
Honesty
Choice
Validation

TOOLS FOR SURVIVAL



ACKNOWLEDGE magnitude

EXPRESS details

ACT Identify action steps

RECONNECT

to what gives you comfort, joy, peace

BASIS OF SUPPORT

- → Stay in the present moment.
- → You have a right to your grief response.
- → Focus on most difficult issue RIGHT NOW.
- *Access what is needed RIGHT NOW.
- ◆No easy way over grief: It is a process.

SUPPORT FOR ILLNESS AND LOSS

- Honesty/Information
- Inclusion
- Choice
- Empowerment
- Action Steps
- Ability to support and be supported
- Comfort

TRIAGE

- Breathe.
- Drink plenty of water.
- Move.
- Eat.
- Give yourself a break.
- Ground: Get in the present moment.
- Identify: what is the most difficult and what do I need to get through it right now.

CIRCLE OF MEANING

People/Pets

Activities

Hopes & Dreams

Beliefs

Traditions

Possessions

GIVING AND RECEIVING

- If something gives you more energy than it takes, consider doing it.
- If something takes more energy than it gives, consider letting it go.
- Grief and the Holidays workshop
- Light of Lights Ceremony

Daily Log

- My body what does it say?
- What did I eat?
- Did I move?
- Any unfinished business?
- What did I do just for me?
- Dreams and day dreams
- Identify: what is the most powerful today and what do I need?
- Message for me in the day



CENTRE FOR LIVING WITH DYING PROGRAM

ALZHEIMER'S ASSOCIATION

LIVE OAK DAY CARE

- Caregiver's support groups
- Individual and group support
- ▶ Community support



Good Resource Books

The Upside of Stress by Kelly McGonagal

The Rite of Return by Karen Lansing
The Body Keeps the Score, by Bessel van der Kolk
Trauma Stewardship, by Laura Van Dernoot Lipsy

Permission to Mourn, by Tom Zuba

Its OK that You're Not OK, by Megan Devine

Experiential Action Methods and Tools for Healing Grief and Loss related Trauma: Life, Death and Transformation by Lusijah Darrow and Janet Childs

REMEMBER AS YOU WALK FORWARD....

- → Be gentle with your own process.
- → What you do makes a difference in people's lives.
- → We have today. Savor what's good in your life now.
- → Do something fun & life affirming for yourself in the next 24 hours.



Angela Dickson, MSW, CMC

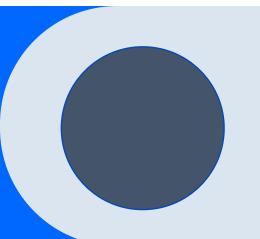
Angela is a dynamic and proficient Social Worker, possessing more than 15 years of knowledge and real-world experience in Elder Care. Combined with a lifelong passion for helping seniors, she uses her considerable talents to help meet a range of needs - from resolving short-term crisis to successfully managing long-term care plans focused on wellbeing and independence.

She began working with the aging population at the age of sixteen within an Independent Living environment, which drove her to continue her education – first a Bachelor's degree in Social Work, then a master's Degree in the same field. Angela has augmented her skillset over the years, developing a strong background in both inpatient and outpatient services while providing ongoing case management anc crisis intervention to populations in need throughout the development spectrum.

Angela has obtained her Care Management Certification (CMC) through the National Academy of Certified Care Managers and is a current member of the Aging Life Care Association. Angela is continuously working toward advancing her skillset to best assist the geriatric population.

Caring for Someone Who Didn't Care for You

Coping with caregiving dynamics and approaches caregivers can take to support their own well-being



Angela C. Dickson, MSW, CMC

Aurora Care Management & Consulting, LLC

My journey to Social Work





Agenda

- Understanding trauma
- Identifying ways to cope
- Helpful resources to continue the healing process

Understanding
Where These
Feelings Come
From



"We are supposed to do it because we <u>love</u> them."

Roberta Satow

There are no set rules for caring for a family member, especially those belonging to the aging population.

How did we get here?

Parents are children's first experience with connection Whether intentional or not, positive or negative...

 Parents become the role models for how we view ourselves and our relationships

Parents teach us about relationships, boundary setting (or lack thereof), communication styles, and shape our views of the world

Attachment Theory

Ambivalent Attachment

- Children become distressed if parent leaves or is not present
- Can't depend on their primary caregiver
- Adults become preoccupied by keeping others close by; underlying mistrust of others and often needs reassurance from others

Avoidant Attachment

- Children avoid parents or caregivers; have no preference between parent or stranger
- Often results from abuse or neglectful caregivers
- Adults will avoid seeking connection with others or help

Disorganized Attachment

- Children display confusing mix of behavior; detached or confused
- Inconsistent caregiving; parents may be a source of comfort and fear
- Adults become anxious and avoidant in connecting with others

Secure Attachment

- Children find comfort in depending on caregivers
- Feels assured caregiver will return
- Adults are comfortable seeking reassurance and care from others while not subjugating their own needs



Types of Abuse:

- Physical
- Emotional/Psychological
- Sexual
- Financial/Material
- Neglect
- Self-Neglect
- Abandonment

Common emotional phrases:

- "No one will love you like I do."
- "You can't trust anyone but me."
- "You are abandoning your family."
- "This is how you're supposed to do it."
- "If you're bad, I will leave you."

Common Dynamics in Caregiving

- Dilute or deflect these own feelings
- Become fueled by rationalizations and fixated on fairness
- Subjugation of own needs (Melody Beattie's codependency book)
- Numbing to cope with how hard the situation was then and continues to be in order to function

Maladaptive Coping

Self-destructive behaviors -

- Excessive or dangerous use of alcohol and drugs
- Binge eating or intentionally undereating
- Pathological gambling
- Reckless driving
- Risky sexual behavior
- Self-injury, such as cutting or burning yourself
- Being confrontational with others
- Neglecting medical care when sick or hurt
- Self-sabotaging when you get close to your goals
- Consistent negative self-talk
- Chronic procrastination

What hold us back?

- Limited time
- Task focused
- Complicated grief
- Complex Post Traumatic Stress Disorder
- Dehumanizing our caregivers
 - "People don't feel like people when they are being treated like a source of chores", they feel like they've lost some of their humanity – these folks are "care receivers." - Dr. Barry Jacobs

Stages of Grief



There is a sense of duty, or obligation to care for this family member, an unyielding sense of guilt when we try to put boundaries in place. Being a "bad" child or family member – selfish, narcissistic.

We may tell others "of course" we want to help, and that we do, in fact, love this family member. We bury the feels of anger/shame to keep an outward appearance of calm.

Our bodies, however, will continuously remind us that something is wrong. Over time, the ability for someone to silence their true feelings becomes more difficult and physical manifestations of this stress begins to spill over.

Common Emotional Components

- Denial
- Blame
- Duty
- Obligation
- Shoulds

- Resentment
- Anger
- Frustration
- Pain
- Defensiveness

Physical Signs of Acute Stress

- Aches & pains
- Chest pain or a feeling like your heart is racing
- Exhaustion or trouble sleeping
- Headaches, dizziness, shaking
- High blood pressure
- Muscle tension, jaw clenching
- Stomach or digestive problems
- Weakened immune system
- Difficulties with sexual intimacy

Physical Signs of Chronic Stress

- Anxiety or irritability
- Depression or low energy
- Panic Attacks
- Migraines
- Insomnia
- High blood pressure when left untreated can lead to stroke, heart attack
- Unfocused or cloudy thinking burnout
- Changes in social behaviors can lead to increased isolation

How to Start Healing

Goals of Healing

- Acceptance
- Understanding
- Belief in Oneself
- Forgiveness for One's imperfections
- Hope

Coming to terms with the reality of the circumstances as they were, with what is, and how to move forward from this point on.



"We forget in order to survive our childhoods, when we are totally dependent on our parents' goodwill; but to recover from such childhoods we must begin by remembering – the bad and the good."

Roberta Satow

Taking Your Power Back

How we achieve peace is our responsibility. Working through feelings of the past, identifying the areas in which we were wronged, violated, minimized, and choosing to move forward from that place of helplessness and hopelessness.

"Choosing to grow up is a leap of faith that life can be better – that faith is the beginning of belief in yourself. You cannot permit anyone to rob you of it, not a friend, not a partner, not a parent." - Victoria Secunda



"Have compassion for the child – and the adult who was never able to grow past their trauma."

Sylvia Thompson



Setting Boundaries

- Creating parameters when providing support
- Learning who you can delegate to
- Identifying when to create distance
- Accepting what may never be
- Growing to understand the new "normal"

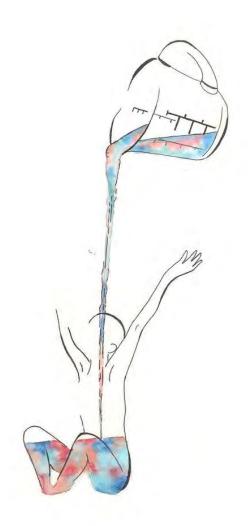
Continuing the Healing Process

Coping

- 1. Remember you are not alone sometimes the stronger decision is acknowledging your limitations and asking for help
- 2. Practicing mindfulness
 - a. Being present focused "in the now"
 - b. Non-reactive awareness recognize how we are feeling without reacting
 - i. Reactiveness vs. responsiveness
 - c. Create greater resilience, sense of gratitude
 - d. Body scan (Dr. Barry Jacobs)
 - e. Work to minimize regrets (Dr. Janet Childs)

- 4. Learning to be more emotionally present, while also being able to maintain efficiency (not having the emotions derail efficiency, less task oriented)
 - a.Hard to be spouse and caregiver at the same time difficult balancing act, but important to learn to navigate both
 - b.Why do you do what you do? Your values, religious views, etc... focus on the values vs. the person and the history of trauma you have

Fill Your Reservoir / Cup



"If risking being a mature person means risking a relationship, then the relationship is bad for you."

Victoria Secunda

Resources – Online Articles

- 1. https://www.caregiver.org/resource/taking-care-you-self-care-family-caregivers/
- 2. https://www.agingcare.com/articles/caring-for-aging-parents-who-didn-t-care-for-you-127206.htm
- 3. https://www.caregiver.org/resource/emotional-side-caregiving/
- 4. https://dailycaring.com/caring-for-parents-who-didnt-care-for-you-5-ways-to-handle-the-situation/
- 5. https://blevshalem.com/caring-for-a-parent-who-didnt-care-for-you/
- 6. https://extramile.thehartford.com/family/caregiving/complicated-caregiving/
- 7. https://www.helpguide.org/articles/stress/caregiver-stress-and-burnout.htm
- 8. https://www.mayoclinic.org/healthy-lifestyle/stress-management/in-depth/caregiver-stress/art-20044784
- 9. https://my.clevelandclinic.org/health/diseases/9225-caregiver-burnout
- 10. https://www.verywellmind.com/what-is-attachment-theory-2795337



Resources - Books

- Recovery from Narcissistic Abuse, Gaslighting, Codependency, and Complex PTSD Linda Hill
- 2. When You and Your Mother Can't be Friends Victoria Secunda
- 3. Doing the Right Thing: Taking Care of Your Elderly Parents Even if They Didn't Take Care of You — Roberta Satow
- Essential Strategies for the Dementia Caregiver: Learning to Pace Yourself Tami
 Anastasia
- 5. Codependent No More Melody Beattie
- 6. The Body Keeps the Score Bessel Van Der Kolk
- 7. Why Zebras Don't Get Ulcers Robert M. Sapolsky
- 8. Adult Children of Abusive Parents Steven Farmer
- 9. The 36-Hour Day Nancy Mace & Peter Rabins
- 10. Attached: The New Science of Adult Attachment and How It Can Help You Find—and Keep—Love Amir Levine, Rachel Heller

Resources - Videos

- 1. https://www.youtube.com/@drgabormate9132
- 2. https://www.youtube.com/@teepasnowvideos
- 3. https://www.ted.com/talks/linda_ercoli_self_care_for_caregivers
- 4. https://www.youtube.com/watch?v=9EI8_YGiATA
- 5. https://www.youtube.com/watch?v=BPzNL2qklV8
- 6. https://memory.ucsf.edu/caregiving-support/caregiver-well-being/conversations-caregivers



Thank you

Angela C. Dickson, MSW, CMC

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Dr. Melinda Lantz

Talking to the doctor about dementia can feel like an overwhelming topic, but knowing what to ask helps organize your thoughts and address your loved one's care needs.

It's important to create a list of targeted questions such as the diagnosis, course and progression, and type of treatment options available. Dr. Lantz will discuss how to organize your questions and concerns to make the visit as valuable as possible.

Dr. Melinda Lantz is the Chair of Psychiatry at Lincoln Hospital in the Bronx, New York, part of the NYC Health and Hospitals. Previously, she was the Chief of Geriatric Psychiatry at Mount Sinai Beth Israel Medical Center.

Making the Most Out of Your Medical Visit

Melinda S Lantz, MD
Chair of Psychiatry
Lincoln Hospital, Bronx NY

Overview

- Preparation is key for both Initial Visits and Follow up Appointments
- Plan for logistical issues, travel time, waiting time
- The more health information you provide in advance will leave you more time for questions
- You have every right to be a zealous advocate
- You may not obtain what you want
- Think about Options for providers (is this the best one for you)
- Utilize Patient Portals and other communication methods for non urgent questions

Prepare for the Visit in Advance

- Have a pre-visit huddle
 - Input from family and significant others
 - Practical issues, when to leave how to get there, troubleshoot potential problems
 - Prepare lists of medications, important health history, healthcare providers, advance directives, health care proxy forms
 - Activate Patient Portal to access medical information and obtain information (chose who will manage)
- Chose who is attending the visit with the patient
 - Designated Advocate, Key Caregiver, Best Communicator (Identify in Advance)
 - Advance Health Care Directive documents allowing person to assist in care
- Identify a Key Goal of the Visit
 - Updates since last visit, new issues
- Prepare a list of Questions
 - Up to Three of the most important items identified from your huddle

Identifying the Best Advocate for the Medical Appointment

- Best Communicator
- Best Rapport with the Patient
- Closest Relationship
- Primary Caregiver

- Strongly suggest have Advance Directives, Health Care Proxy Documents, Durable Power of Attorney for Healthcare with designated contacts for Healthcare information
- Contact Medical Office in advance to tell them that you will be accompanying your relative as a support/informant/advocate
- Have a Communication Plan: How much can the patient provide versus knowing when to add important details

Communication Plan

- Stay focused on your key goal and the 3 most important questions to answer during the visit
- Take notes if you need to
- Utilize the Patient Portal to access visit notes and results
- Do you have a clear sense of important issues such as clarifying the diagnosis and any important restrictions in activity?

- You may not get all of your questions answered
- Do you need to rephrase your question?
- Unfortunately you may be disappointed or upset by the answers
- Do you need a referral to another provider (Neurology, Psychiatry, Geriatrics, Palliative Care) to meet your needs?

Understanding the Diagnosis and Prognosis

- Does the Diagnosis Matter?
 - Yes as it can help you plan for the type of decline or stability that is likely to occur
- What will the course of this illness be
 - Will it be a steady decline
 - Possible Plateaus
 - Impact of Co-occurring medical conditions
- Are you interested in Clinical Trials
- Is Comfort Care an Option

Medications for Dementia: Educate yourself regarding target symptoms, side effects, risks and benefits There is no magic medication in the treatment of Dementia

- Medications may be utilized for mood, anxiety, psychosis and aggression but with limited results
 - Mood (SSRIS including sertraline, escitalopram; SNRIs venlafaxine, mirtazapine)
 - Anxiety (SSRIs, SNRIs, mirtazapine, trazodone)
 - Psychosis (Antipsychotic agents including Risperidone, Quetiapine, Aripiprazole, Bexpiprazole)
 - Impulsivity/Aggression (Mood stabilizers including Valproate, Carbamazepine, Lithium)
- Medications for the Cognitive symptoms of Dementia are limited and the best outcome is a delay in the need for Nursing Home Placement (Donepezil, Rivastigmine, Galatamine, Memantine)
 - New anti-amyloid antibodies (aducanamb, lecanemab) have been recently FDA approved and come with limited benefit and cautions regarding inflammatory side effects

Asking for Help and Resources

- Books & Online Education
- Contact you local area agencies
- Link with people who can assist with caregiving or respite services
- Network with support groups
- Most physicians will refer you to licensed agencies and care providers

- Identify your specific needs
- Make a list of what you would ideally want
- Be prepared to compromise
- Have a Huddle before you meet with prospective Caregivers or Service Providers to outline your Goals, Questions and Requests

Doctor's View

- We really do want to help
- We all feel pressured by time, our electronic medical records, our organization, insurance companies, etc.
- The more information you can provide in advance or in writing will help a great deal
- We need to know the one or two biggest concerns
- We need one family contact who will convey information to everyone else
- We can help refer you to community services but we can't make them do what you want

Thank You & Questions



Event Sponsors

AARP

Santa Clara Family Health Plan

Family Caregiver Alliance

Caregivers Network by Sourcewise





Get the Family Caregiving Support You Need



WITH RESOURCES IN CALIFORNIA

No matter where you are in your caregiving journey, having resources at your fingertips will make it easier.

The AARP California Family Caregiver Resource Guide includes programs, services and agencies as well as tools and support for everything from health, legal and financial assistance to respite care.

To order a print copy of the AARP California Family Caregiver Resource Guide, call the AARP Family Caregiving Resource Line at **1-877-333-5885** and request the Family Caregiver Resource Guide. Or, order the guide online at **aarp.org/caregiverresources**.

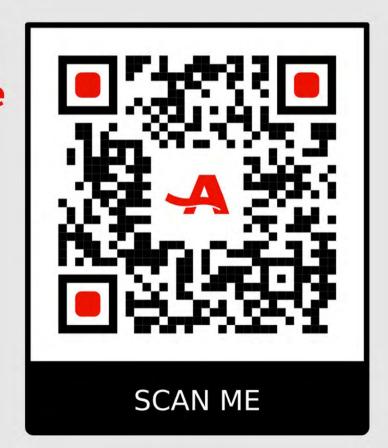


Caregivers Night Off

Enter the AARP California Caregivers
Count Sweepstakes 2023 for a chance
to win a Pizza & Movie Night.



One winner will receive a \$50 AMC gift card and a \$50 Pizza My Heart gift card.



One plan, one card to coordinate your care

SCFHP DualConnect is a Dual Eligible Special Needs Plan (D-SNP) for people in Santa Clara County who qualify for both Medicare and Medi-Cal. Because it covers both your Medicare and Medi-Cal benefits, it is called a Medicare Medi-Cal Plan. or Medi-Medi Plan.

Benefits of a Medicare Medi-Cal Plan

With a Medicare and Medi-Cal Plan, a type of Medicare Advantage plan, all your care is covered under one plan. That means you'll only need to call one plan for your Medicare, Medi-Cal and Medicare prescription drug benefits. With SCFHP DualConnect, you have:

- ☐ One care team to coordinate care
- One set of benefits, doctors, hospitals, lab tests, x-rays, and some medical equipment
- One health plan to coordinate delivery of services, including medical supplies, transportation, and long-term services and supports

Santa Clara Family Health Plan DualConnect (HMO D-SNP) complies with all applicable state and federal civil rights laws and does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

English – ATTENTION: If you need help in your language call 1-877-723-4795 (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-877-723-4795 (TTY: 711). These services are free of charge.

Mensaje en español (Spanish) – ATENCIÓN: si necesita ayuda en su idioma, llame al 1-877-723-4795 (TTY: 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1-877-723-4795 (TTY: 711). Estos servicios son gratuitos.

Khẩu hiệu tiếng Việt (Vietnamese) – CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1-877-723-4795 (TTY: 711). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số 1-877-723-4795 (TTY: 711). Các dịch vụ này đều miễn phí.

简体中文标语 (Chinese) - 请注意: 如果您需要以您的母语提供帮助,请致电 1-877-723-4795 (TTY: 711)。另外还提供针对残疾人士的帮助和服务,例如文盲和需要较大字体阅读,也是方便取用的。请致电1-877-723-4795 (TTY: 711)。这些服务都是免费的。

Tagalog – ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1-877-723-4795 (TTY: 711). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan,tulad ng mga dokumento sa braille at malaking print. Tumawag sa 1-877-723-4795 (TTY: 711). Libre ang mga serbisyong ito.

(Arabic) عربي -

يُّرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ ١-٧٧٨-٣٣٧-٥٩٧٤ (١١٧: ٢٢٢). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريل والخط الكبير. اتصل بـ ١-٣٢٧-٣٣٧-٥٩٧٤ (١١٧: ٢٢٢). هذه الخدمات مجانية. **Դայերեն պիտակ (Armenian)** – ՈՐՇԱԴՐՈՐԹՅՈՐՆ։ Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք 1-877-723-4795 (TTY: 711) ։ Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ` Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր։ Ձանգահարեք1-877-723-4795 (TTY: 711) ։ Այդ ծառայություններն անվճար են։

ឃុលាសម្មគាល់ជាភាសាខ្មមវៃ (Cambodian) – ចំណាំ៖ ប្រើ អុនក គូរូវ ការជំនួយ ជាភាសា របស់អុនក សូម ទូរស័ពុទទៅ លខេ 1-877-723-4795 (TTY: 711)។ ជំនួយ និង សវោកម្មម សម្សាប់ ជនពិការ ឌូចជាឯកសារសរសរជាអកុសរផុស សម្សាប់ ជនពិការភុនកែ ឬឯកសារសរសរជាអកុសរពុម្យពធំ ក៏អាច រកបានផងដរែរ ទូរស័ពុទមកលខេ 1-877-723-4795 (TTY: 711)។ សវោកម្មទាំងនេះមិនគិតថ្លាំឡៃើយ។

(Farsi) فارسی -

توجه: اگر میخواهید به زبان خود کمک دریافت کنید، با۱-۷۷۸-۳۲۷-۵۹۷۴ (۲۲۲: ۱۱۷) تماس بگیرید. کمکها و خدمات مخصوص افراد دارای معلولیت، مانند نسخههای خط بریل و چاپ با حروف بزرگ، نیز موجود است. با ۱-۷۷۷-۳۲۷-۵۹۷۴ (۲۲۲: ۱۱۷) تماس نگر ند. این خدمات رانگان ارائه می شوند

हिंदी टैगलाइन (Hindi) – ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1-877-723-4795 (TTY: 711) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रिट में भी दस्तावेज़ उपलब्ध है। 1-877-723-4795 (TTY: 711) पर कॉल करें। ये सेवाएं नि: शुल्क है।

Nqe Lus Hmoob Cob (Hmong) – CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-877-723-4795 (TTY: 711). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau 1-877-723-4795 (TTY: 711). Cov kev pab cuam no yog pab dawb xwb.

日本語表記 (Japanese) - 注意日本語での対応が必要な場合は 1-877-723-4795 (TTY: 711) へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。 1-877-723-4795 (TTY: 711) へお電話ください。これらのサービスは無料で提供しています。

한국어 태그라인 (Korean) - 유의사항: 귀하의 언어로 도움을 받고 싶으시면 1-877-723-4795 (TTY: 711) 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. 1-877-723-4795 (TTY: 711) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다

ແທກໄລພາສາລາວ (Laotian) – ປະກາດ: ຖ້າທ່ານຕ້ອງການ ຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ 1-877-723-4795 (TTY: 711) . ຍັ້ງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບ ຄົນພິການ ເຊັນເອກະສານທີ່ເປັນອັກສອນນຸນແລະມີໂຕພິມໃຫຍ່ ໃຫ້ໂທຫາເບີ 1-877-723-4795 (TTY: 711) . ການບໍລິການເຫຼົ່ານີ້ບໍ່ ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

Mien - LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiemx longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux 1-877-723-4795 (TTY: 711). Liouh lorx jauv-louc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hluo mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx 1-877-723-4795 (TTY: 711). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zugc cuotv nyaanh oc.

ਪੰਜਾਬੀ ਟੈਗਲਾਈਨ (Punjabi) – ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵੀਂਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ 1-877-723-4795 (TTY: 711). ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਵਿੱ ਕੀ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵੀਂਚ ਦਸਤਾਵੇਜ, ਵੀ ਉਪਲਬਧ ਹਨ| ਕਾਲ ਕਰੋ 1-877-723-4795 (TTY: 711). ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ|

Русский слоган (Russian) – ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1-877-723-4795 (линия ТТҮ: 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1-877-723-4795 (линия ТТҮ:711). Такие услуги предоставляются бесплатно.

แท็กไลน์ภาษาไทย (Thai) - โปรดุทราบ: หากคุณต้องการความช่วย เหลือเป็นภาษาของคุณ กรณาโทรศัพท์ไปทีหมายเลข 1-877-723-4795 (TTY: 711) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับ บุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่ พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปทีหมายเลข 1-877-723-4795 (TTY: 711) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

Примітка українською (Ukrainian) – УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1-877-723-4795 (ТТҮ: 711) . Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер 1-877-723-4795 (ТТҮ: 711) . Ці послуги безкоштовні.



Santa Clara Family Health Plan

DualConnect

(HMO D-SNP) A Medicare Medi-Cal Plan

(Medi-Medi Plan)



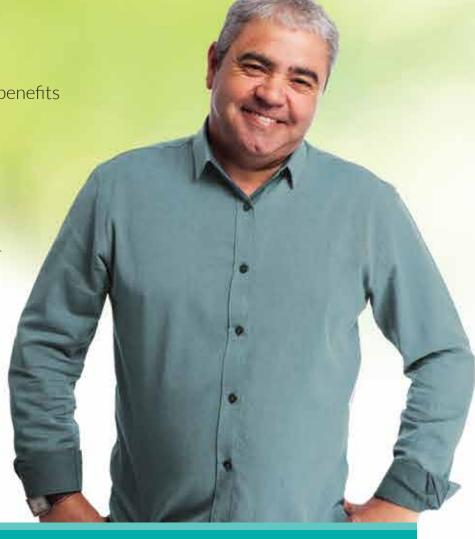
How can a care coordinator help you?

A care coordinator can help you:

✓ Understand your health plan benefits

☑ Find doctors and specialists

- ☑ Choose or change a doctor
- ☑ Get authorizations for care. equipment, or supplies
- ☑ Get long-term services, supports, and help from other community resources
- ☑ Arrange for transportation
- ☑ Schedule health screenings



Santa Clara Family Health Plan DualConnect is an HMO D-SNP with a Medicare and Medi-Cal contract. Enrollment in DualConnect depends on contract renewal.

Who qualifies for SCFHP DualConnect?

You can join a Medi-Medi Plan if you:



Live in the plan's service area



Are 21 years of age or over

However, you may join at any time if this is your

Period) or you have a "qualifying event" that

entitles you to a Special Enrollment Period.

period or call us for more information.

first time enrolling in Medicare (Initial Enrollment

Visit https://www.scfhp.com/enroll/ to see the

options for joining outside the annual election

You can join during the

Annual Election Period,

October 15 to December 7.



Have **both** Medicare Part A and Medicare Part B





Have

Joining is Free!

Our team is here to help you and answer your questions. They speak Spanish and Vietnamese We also offer interpretation services in more than 250 languages.

Phone: 1-877-723-4795 (TTY: 711). Hours: 7 days a week, 8 a.m. to 8 p.m. Visit: www.scfhp.com/dualconnect

Come see us in person at the

SCFHP Blanca Alvarado Community

Resource Center

408 N Capitol Ave San José, CA 95133

Open: Monday through Friday, 10 a.m. to 5 p.m.

Phone: 1-408-874-1750 (TTY: 711)

Santa Clara Family Health Plan

6201 San Ignacio Ave San José, CA 95119

Open: Monday through Friday, 8:30 a.m. to 5 p.m.

You can also contact **Medicare** at 1-800-MEDICARE (1-800-633-4227) (TTY:1-877-486-2048),

Open: 24 hours a day, 7 days a week.

Visit: www.medicare.gov for more information.









BAY AREA CAREGIVER RESOURCE CENTER

You're there for them. We're here for you.

When you are caring for a chronically ill family member or friend, it's easy to forget to take care of yourself. For more than 40 years, **Family Caregiver Alliance/Bay Area Caregiver Resource Center** has recognized the unique needs of family caregivers and developed services and resources to meet these needs.

When you contact Family Caregiver Alliance (FCA), a staff member will speak with you about your caregiving situation. You can also ask to meet with an FCA Family Consultant for a caregiver assessment and care planning session. These support services are offered at no-cost to qualifying family caregivers in the greater San Francisco Bay Area.

VISIT OUR WEBSITE, EMAIL, OR CALL TODAY.

caregiver.org | info@caregiver.org | (415) 434-3388 | (800) 445-8106

Our Services

INFORMATION AND REFERRAL

FCA offers many resources and tools for caregivers including:

• FCA CareNav, a simple, user-friendly tool designed to help families navigate the complexities of the caregiving journey. After completing a brief Care Review questionnaire, caregivers receive personalized, immediately useful, caregiver-recommended resources and support.

An FCA Resource Specialist will follow up with all caregivers who begin their journey with **CareNav** then connect them with a Family Consultant for additional services as needed.

- High-quality information and training of value to family and friend caregivers.
 This includes:
 - Articles and overviews on health conditions, planning for care, daily care, self- care, legal issues, and more.
 - Educational webinars and videos on a range of caregiving topics.
 - Online and in-person classes on caregiving topics such as understanding dementia behaviors, stress management, care planning, and practical daily skills for caregivers.
 - Our monthly e-newsletter Connections, which links you to issues and information important to family caregivers.
 - Referrals to community programs such as adult day care, support groups, home care, and respite.

Our Services (cont.)

FAMILY CONSULTATION

- Our comprehensive Care Evaluation is an assessment of your individual care situation.
 Our professionally trained Family Consultants meet with the family caregiver (adult child, spouse/partner, other relative, or friend) to gather key information about the caregiving situation to help the caregiver create a Care Plan.
- Determine eligibility for legal/financial consultation, support groups, respite services, and individual counseling
- Help with long-term planning
- Ongoing support throughout your caregiving journey

ELIGIBILITY

Family Caregiver Alliance (FCA) serves as the Bay Area Caregiver Resource Center, one of 11 Caregiver Resource Centers throughout California.

FCA works with families caring for those with an adult-onset brain impairment such as Alzheimer's disease, stroke, Parkinson's disease, multiple sclerosis, amyotrophic lateral sclerosis (ALS), Huntington's disease, traumatic brain injury (TBI), HIV-associated neurocognitive disorder, or brain tumor in Alameda, Contra Costa, Marin, San Francisco, San Mateo, and Santa Clara counties.

FCA also assists family caregivers of adults age 60 and older regardless of diagnosis in Alameda, Contra Costa, San Francisco, and San Mateo counties.



VISIT OUR WEBSITE, EMAIL, OR CALL TODAY.

caregiver.org | info@caregiver.org | (415) 434-3388 | (800) 445-8106

Family Caregiver Alliance supports and assists caregivers of adults with chronic or disabling health conditions. FCA services are available to caregivers regardless of race, ancestry, national origin, creed, gender, gender identity, religion, sexual orientation, disability, income, or age. FCA is part of California's statewide system of Caregiver Resource Centers, offering information, education, publications, care planning, legal/financial consultations, and respite assistance.

FCA services are partially funded by California's Department of Health Care Services (DHCS) and Area Agencies on Aging through the National Family Caregiver Support Program. Private foundations, families, friends, and caregivers also donate to FCA to help us continue our support services.

Caregivers Network by Sourcewise



The Caregivers Network provides unpaid caregivers free support for their unique situations. Support services include Information & Awareness, Caregiver Case Management that offers support from a qualified Case Manager, and a respite care grant for temporary relief or rest from caregiver responsibilities.

This one-time grant can be used all at once or spread out for up to six months. Our goal is to assist family caregivers find permanent solutions for their unique situation.

Eligibility:

- Friend, neighbor, or family member, 18 years or older providing care to individuals 60 or older.
- Friend, neighbor, or family member, 18 years or older providing care to individuals of any age with Alzheimer's disease, mild cognitive impairment, Huntington's or Parkinson's disease, traumatic brain injury, and vascular and mixed dementia.



To get started, text ENROLL to 43386, call (408) 350-3277, or email caregiversnetwork@mysourcewise.com.







Planning Committee

City of Campbell

On Lok

Senior Shower Project

Family Caregiver Alliance

Daily Caring

Alzheimer's Association

Sourcewise

Hearts & Minds

Saratoga Area Senior Coordinating Council

Conscious Cafes

Live Oak

ALZHEIMER'S SASSOCIATION®

OUR PROGRAMS AND SERVICES

JOIN US IN-PERSON, ONLINE OR BY PHONE

We provide care and information the way you want to receive support

BY PHONE: 800.272.3900 | ONLINE: ALZ.ORG/NORCAL

24/7 HELPLINE

No one should face Alzheimer's or dementia alone. Our 24/7 Helpline is available around the clock, 365 days a year. Through this free service, specialists and master's-level clinicians offer confidential support and information to people living with dementia, caregivers, families and the public, including care specialists for assessment and planning.

EDUCATION

Available online, via phone or in-person, our education programs feature information on topics including the signs of Alzheimer's disease, diagnoses, communication, living with Alzheimer's and caregiving techniques. Programs are available in English, Chinese and Spanish.

EARLY-STAGE PROGRAMS

Early-stage social engagement and support group programs offer a comfortable way to get out, get active and get connected to others who are living in the beginning stage of Alzheimer's or other dementia









ONLINE TOOLS

Surround yourself with online support. The Alzheimer's Association has several free, online tools to help.



- > ALZConnected®
- > Alzheimer's Navigator®
- > Alzheimer's Association TrialMatch®
- > Community Resource Finder
- > Live Well Online Resources
- > Virtual Library

SAFETY

In the early stage of the disease, you can still lead an independent life. However, there are some preparations you should make to help you remain independent as long as possible and ensure your safety as the disease progresses. There are many potential safety issues to consider, such as driving, making your home safe, taking medications safely and wandering. A safety measure you can take is enrolling in a wandering response service.

SUPPORT GROUPS

We offer peer-or professionally led groups for caregivers, individuals living with dementia and others dealing with the disease. All support groups are facilitated by trained individuals and are offered in English, Chinese and Spanish. Specialized groups are available to meet the unique needs of our constituents.

Are you caring for a parent or spouse?

Get practical senior care tips that make caregiving easier

Find helpful articles like these on our website - free!



Therapeutic Fibbing: Why Experts Recommend Lying to Someone with Dementia



3 Ways to Respond When Someone with Alzheimer's Says I Want to Go Home



9 Enjoyable Activities for Seniors with Limited Mobility



8 Sources of Low Cost Internet for Seniors

- ✓ Free website and daily email newsletter
- Practical advice to improve your care situation
- Supportive senior care resources



Visit us at DailyCaring.com



Contact us at 408.279.7515

Questions? info@hearts-minds.com www.heartsandmindsactivitycenter.org



Adult Day Services for individuals living with memory loss since 1984

PROGRAMS

Adult Day Care \heartsuit

- 150 Licensed to serve per day
- Individualized & group activities
- Socialization through art, exercise, entertainment, music & gardening
- Outdoor strolls in a secured 3/4 acre park-like courtyard
- Lunch & snacks provided

Childcare Center 🖤

- Intergrated programming for children and adult participants
- 20 average number of children per day

OUR MISSION

To enrich the lives of people affected by Alzheimer's Disease and related conditions by providing interactive, safe, nurturing, intergenerational services and support.

OUR VISION

To create a culture that respects, protects and values people with Alzheimer's and related conditions.

Hours of Operation Monday through Friday 8:15AM - 5:15PM

> 2380 Enborg Lane San Jose, CA 95128

(across from Santa Clara Valley Medical Center off Bascom)



JOIN US TODAY! LIVE OAK ADULT DAY SERVICES

WILLOW GLEN | GILROY | CUPERTINO | LOS GATOS



Our Mission

Live Oak Adult Day Services' mission is twofold: to enhance the lives of dependent seniors and to provide respite for their caregivers.

What We Offer



Chair Exercise and Yoga



Live Musical Entertainment and Dancing



Games and Arts & Crafts Projects



Holiday/Special Occasion Parties



Caregiver Support Groups/Socialization

About Us



Our Clients

Live Oak accepts adults aged 60 and over who are unable to live independently, are unable to participate in programs for independent seniors, and would benefit from the adult daycare program.



What We Do

Live Oak is a nonprofit, community-based, adult day care that provides a structured day program designed to promote physical, cognitive, and emotional health.

GET IN TOUCH





Get everything you need



On Lok PACE is a full-service healthcare program.

All your Medi-Cal and Medicare services are covered, plus more.

For more information, please contact
On Lok Enrollment and Outreach Department

Direct: 1-888-886-6565 | TTY: 711 Email: info@onlok.org onlok.org/PACE

When enrolled in On Lok PACE, your services must be received through On Lok contracted providers or you could be personally liable for costs incurred, unless it is an emergency or urgent situation.



Senior Day Services (SDS) Enroll a Loved-One Today!









Senior Day Program is now <u>OPEN</u> for on-site services. Socializing is key to physical and mental well-being. Senior Day Program keeps seniors motivated and busy with a full schedule of activities for participants to enjoy. Clients do gentle exercises, and have fun working on crafts and playing games together.

As we continue to deal with the pandemic, we follow all the State COVID-19 mandates and guidelines. Vaccinations and boosters are required to attend this program.

To Learn More or To Enroll, please call Maria Solis: (408) 294-2505 ext. 515 or msolis@yuaikai.org

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